

Clerical and Office Branch  
Office Machine Operation Group  
Public Safety Dispatch Series

**PUBLIC SAFETY DISPATCHER SHIFT  
SUPERVISOR-POLICE**  
07/00 (LBT)

### *Summary*

Under direction, on assigned shift, supervise and participate in the functions and activities of a Police Department radio dispatching, call taking or information processing section.

### *Typical Duties*

On assigned shift direct the transmitting, receiving and recording of emergency radio messages and telephone calls. Involves: overseeing proper handling and dispatching of routine and emergency calls in accordance with established protocol; determining appropriate personnel or equipment to be dispatched in difficult or unusual cases; coordinating communications for multi-unit, multi-agency responses; contacting utilities, other public safety agencies, special teams, investigators, private citizens or supervisor as necessary; maintaining documentation of all calls handled and action taken; operating Computer Aided Dispatch (CAD) terminal, teletype and ancillary printers; obtaining information such as vehicle registration and warrants from various computer systems; maintaining awareness of policies, procedures, and laws, including Federal Communication Commission (FCC) rules and regulations, and communicating same to employees.

Monitor equipment for proper operation and replace or report to appropriate staff. Involves: performing minor routine maintenance of printers, keyboards, and recording devices; notifying supervisor of communication problems and equipment malfunctions and notifying service personnel; logging all routine checks as they are made and status of equipment; assuring maps and street locator guides are properly updated.

Conduct required training programs in policies and procedures for dispatch and call taking personnel. Involves: conferring with higher level staff to identify training needs; peer training; developing training manuals, course outlines and other instructional materials; teaching courses; maintaining related records, such as course attendee lists, continuing education units earned or other participation in employee training; implementing procedures to measure effectiveness of training.

Supervise assigned personnel. Involves: scheduling and assigning personnel to insure minimum staffing levels are maintained; instructing, guiding, checking and evaluating work; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standards of conduct, work attendance, and safe work practices; counseling, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants and recommending selection.

Perform related incidental duties contributing to realization of unit or team objectives as required. Involves: taking public complaints; substituting for supervisors, subordinates or coworkers as qualified by carrying out specific functions to maintain continuity of ordinary operations; providing specified support for miscellaneous projects or activities by higher graded personnel as instructed; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other positions for training purposes under general supervision; participating in special projects such as emergency management drills; preparing and submitting recurring and special status reports; keeping tools, equipment and work area orderly, safe and clean. As Administrative supervisor responsible for logging and responding to: request for paperwork concerning court cases, subpoenas and open record requests; appearing and testifying in court cases. As Training Coordinator responsible for developing and updating lesson plans to assist supervisor in training assigned shift; arranging, conducting and overseeing community outreach programs; coordinating department wide instruction and testing to allow access to Texas Law Enforcement Telecommunication System; coordinating certification classes for public safety dispatch and call taking personnel.

### *Minimum Qualifications*

Training and Experience: Graduation from high school or G.E.D. plus four (4) years experience in radio or telephone dispatching, including two (2) years in Public Safety or similar operational dispatching or call taking; or an equivalent combination of training and experience.

Knowledge, Skills and Abilities: Considerable knowledge of: City and departmental rules, regulations and procedures regarding emergency and non-emergency call handling and dispatching. Good knowledge of: City geography, landmarks, streets and intersections; Police personnel, equipment and their functions and similar resources available for referral and reference; record keeping practices. Some knowledge of: supervisory methods and techniques.

Ability to: control telephone and radio conversations by listening and responding while accurately recording information using a computer keyboard; react quickly and calmly under stressful conditions to make accurate decisions based on emergency situations and established procedures; operate radio communication equipment; understand and assure compliance with FCC, departmental or other rules and regulations; simultaneously monitor multiple computer screens; express oneself clearly and concisely to explain information to the general public and staff over the phone, by radio or in person; establish and maintain effective working relationships with fellow employees and the general public; plan, supervise, train and review the work of assigned personnel; maintain records and prepare reports.

Skill in safe operation and care of computer aided dispatch terminal and related equipment.

Special Requirements: Subject to call back during non-working hours and mandatory overtime. Work flexible hours, including shift work, work weekends and holidays. Must type 35 words per minute. Must successfully pass audiogram, drug screening and stringent background investigation.

Physical Effort & Work Environment : Continuously sit in a restricted, noisy work space, wearing a headset while using a foot pedal to operate audio and voice communication equipment.

Licenses and Certificates: Must obtain license as a telecommunicator from Texas Commission on Law Enforcement Standards and Education and a certificate of TCIC/NCIC training from Texas Department of Public Safety Law Enforcement Academy within one (1) year of appointment. Must maintain local and state certifications during course of employment

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Director of Personnel

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Department Head